



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:

Examiner: Kyung H. Shin

Takeshi ISHIZAKI *et al.*

Appl. No.: 09/964,129

Art Unit: 2143

Filed: September 25, 2001

Title: INTEGRATED SERVICE MANAGEMENT SYSTEM

Mail Stop RCE
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

**INFORMATION DISCLOSURE STATEMENT PURSUANT TO
37 C.F.R. §§1.97-1.98**

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The Examiner is requested to initial the enclosed Form PTO/SB/08A and return a copy thereof to the undersigned.

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Date: November 21, 2005

Respectfully submitted,

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Attorney for Applicants
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CERTIFICATE OF MAILING

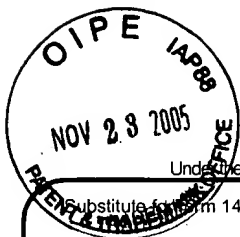
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(Use as many sheets as necessary)

Sheet 1 of 2

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| | |
|------------------------|--------------------|
| Application Number | 09/964,129 |
| Filing Date | September 25, 2001 |
| First Named Inventor | Takeshi ISHIZAKI |
| Art Unit | 2143 |
| Examiner Name | Kyung H. Shin |
| Attorney Docket Number | 36992.00083 |

U.S. PATENT DOCUMENTS

| Examiner Initials * | Cite No. ¹ | Document Number | Publication Date MM-DD-YYYY | Name of Patentee or Applicant of Cited Document | Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear |
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FOREIGN PATENT DOCUMENTS

| Examiner Initials * | Cite No. ¹ | Foreign Patent Document | Publication Date MM-DD-YYYY | Name of Patentee or Applicant of Cited Document | Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear | T ⁶ |
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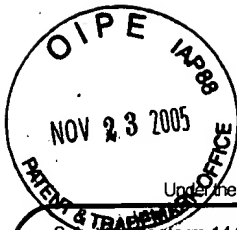
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| Filing Date | September 25, 2001 |
| First Named Inventor | Takeshi ISHIZAKI |
| Art Unit | 2143 |
| Examiner Name | Kyung H. Shin |
| Attorney Docket Number | 36992.00083 |

NON PATENT LITERATURE DOCUMENTS

| Examiner Initials * | Cite No. ¹ | Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published. | T ² |
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| | O | JEFFREY C. PWU, "Office Action," November 3, 2005, 4 pages, U.S. Patent Application No. 09/841,710, filed April 24, 2001, U.S. Patent Office, United States. | |
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